



Philip L. Browning  
Director

COUNTY OF LOS ANGELES

## Child Support Services Department



October 27, 2004

**TO:** Supervisor Don Knabe, Chairman  
Supervisor Gloria Molina  
Supervisor Yvonne B. Burke  
Supervisor Zev Yaroslavy  
Supervisor Michael D. Antonovich

**FROM:** PHILIP L. BROWNING  
Director

**SUBJECT: INFORMATION TECHNOLOGY SUPPORT SERVICES MASTER AGREEMENT (ITSSMA) WORK ORDERS FOR THE CHILD SUPPORT SERVICES DEPARTMENT**

This is to notify you of my intent to request the Internal Services Department (ISD) to execute fourteen (14) new Work Orders under the Information Technology Support Services Master Agreement (ITSSMA) to obtain contractual staff for the Child Support Services Department (CSSD). The State Child Support Services Department (DCSS) has approved the CSSD to retain the services of fourteen (14) contract staff for a period of up to sixteen (16) months to facilitate the implementation of the California Child Support Automation System (CCSAS). A total of \$879,972 has been specifically authorized by the State to retain the nine (9) contract staff identified in the document marked Attachment for Fiscal Year 04/05. Approval is in writing. An additional five (5) Work Orders are currently in process, as selections have not been finalized. However, funding for these remaining Work Orders for Fiscal Year 04/05 will not exceed \$700,000.

At present, we are requesting the Board to approve all fourteen (14) Work Orders for the period through June 30, 2005. The total required is yet to be determined, but will not exceed the amount authorized and funded by the State. In May 2005, we intend to send your Board a memo requesting extensions through June 30, 2006 as we fully anticipate that further funding will be made available for this purpose. The Work Orders outlined in this memorandum will exceed the \$300,000 limit; therefore, in accordance with ITSSMA Guidelines, prior Board notice is required. There is **no net County cost**, as this budget item is fully funded by state or federal funds.

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## **BACKGROUND**

Historically, CSSD has utilized the ITSSMA process to augment its technical resources and to help the Department meet its critical information technology needs. With the technical and programming assistance obtained through ITSSMA Work Orders, the system has continued to successfully perform as designed. The ARS system registered collections of approximately \$501 million last fiscal year, an increase of 2.5 percent from the preceding fiscal year. Additionally, the ARS system assisted the Los Angeles County Child Support Services Department to manage almost 500,000 cases, which represents approximately 25 percent of the statewide child support caseload. With the transition of the caseloads of Orange and San Diego Counties to ARS in 2002, ARS now supports approximately 43 percent of the entire state's child support caseload.

Title IV-D of the Social Security Act requires each state to operate a single statewide-automated child support enforcement system and establish a state disbursement unit for the collection and disbursement of payments under support orders. (See Social Security Act, Title IV, sections 454A and 454B, respectively.) California state law is in accord. To accomplish this mandate, CCSAS, a fully integrated statewide child support case management system, will replace ARS. The conversion will be accomplished in two phases. The first phase of the project, entitled CCSAS Version 1, is scheduled for completion by September 15, 2005. CCSAS Version 2 will then replace ARS. Version 2 is currently planned for complete implementation in August 2008.

The phased implementation utilized by the State DCSS will serve to reduce the risk associated with mass case conversion, obtain early program benefits, provide an opportunity for early federal certification of a statewide system and more importantly, allow relief from the automation penalty. Version 1 entails the conversion of all local child support agencies to one of two existing systems, ARS or CASES, the creation of a Statewide Child Support Case Database, and the implementation of the Statewide Disbursement Unit. Phase 2 of CCSAS involves the conversion of all county users to CCSAS, a new single statewide system, and the retirement of the county legacy systems.

## **SCOPE OF WORK**

The Work Orders shown on the attached list will support the following projects in this Department:

- ARS demographic data updates to Statewide Services database
- Statewide Services demographic data updates to ARS
- ARS and Statewide Services financial data interface
- ARS and Statewide Distribution Unit data interfaces

- Statewide Services Message and Action updates to ARS
- ARS and Statewide Services financial reconciliation
- ARS and Statewide Services enforcement action updates

These projects are essential to the conversion of the ARS child support case management system to bring it into compliance with federal and state law. These fourteen (14) new ITSSMA consultants will participate in the implementation and will be essential to our overall effort to obtain federal certification. Using the ITSSMA consultants to supplement current CSSD technology staff will allow the Department to maintain current service levels, meet accelerated timelines, and enhance its current pool of talent and expertise. Please note that these projects conform to our Business Automation Plan as required by the Chief Information Officer.

## **JUSTIFICATION**

CSSD has been approved by the DCSS to retain the services of fourteen (14) new contract staff to facilitate the ARS enhancements required to meet state and federal compliance and ultimately Federal System Certification. The contract personnel identified in the attached spreadsheet are required to supplement existing staff and expertise, and will be instrumental in completing the seven critical projects that must be developed, tested, and readied for CCSAS Version 1 implementation. These projects have been defined by the State in Functional Requirements Documents or FRD's, follow strict and aggressive timelines, and are crucial to our efforts to obtain Federal System Certification and the avoidance of millions of dollars in federal penalties. Moreover, the urgency of acquiring these additional contract staff was recently compounded by new requirements to accelerate the project schedule by a full four months. Having experienced consultants to supplement our existing technology staff is imperative to avoid potential delays in the overall project schedule and the far-reaching impact and risk that those delays would pose.

## **FISCAL IMPACT**

The total amount of these nine (9) new Work Orders for fiscal year 2004-05 is \$879,972. The additional five (5) Work Orders will not exceed a total of \$700,000. The total amount to be expended for the fourteen (14) Work Orders will be fully offset by state or federal revenue. There is **no net County cost**.

**CLOSING**

Pursuant to the ITSSMA policies and procedures, your Board has two weeks from the date of this notification to review and comment on this request with any concerns you may have. If we do not hear back from your Board within two weeks, the Department will instruct ISD to proceed with the ITSSMA work orders. If there are any questions or comments, please contact me or David Jacobson, Data Processing Manager, at (323) 832-7191.

PLB:lg

**Attachment**

c:     Executive Officer, Board of Supervisors  
          Chief Administrative Officer  
          County Counsel  
          Interim Director, Internal Services Department

**NOTED AND APPROVED:**

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**JON W. FULLINWIDER**  
Chief Information Officer

**CHILD SUPPORT SERVICES DEPARTMENT  
ITSSMA CONTRACTS  
FISCAL YEAR 2004/05**

ATTACHMENT

No.	Cost Category	Vendor	Contractor Name	Work Order #	Project Name	Contract Amount
1	Consortia	Logic House, Inc	Turton, Scott D.	N7E-0045	R2 - Cases/ARS CCSAS V1	\$183,514
2	Consortia	Modis, Inc	Sharer, Daniel J	N01-0239	R2 - Cases/ARS CCSAS V1	\$ 75,678
3	Consortia	Enterprise Computing Solutions	Greene, Tai	N04-0454	R2 - Cases/ARS CCSAS V1	\$ 75,444
4	Consortia	Logic House, Inc	Cummings, C. Michael	N01-0241	R2 - Cases/ARS CCSAS V1	\$ 75,933
5	Consortia	Logic House, Inc	Blount, William	N01-0244	R2 - Cases/ARS CCSAS V1	\$ 96,854
6	Consortia	Logic House, Inc	Graham, Alan E	N01-0243	R2 - Cases/ARS CCSAS V1	\$110,873
7	Consortia	Logic House, Inc	Ramachandran, Anand	N7E-0047	R2 - Cases/ARS CCSAS V1	\$ 86,234
8	Consortia	Logic House, Inc	Koteeshwar, Ramuni	N7E-0047	R2 - Cases/ARS CCSAS V1	\$ 87,721
9	Consortia	Logic House, Inc	Russo, Albert	N7E-0047	R2 - Cases/ARS CCSAS V1	\$ 87,721
<b>TOTAL:</b>						<b>\$879,972*</b>

Note: Contract Amount formula [Hourly Rate] \* [200 Hours/Month] \* [Position Duration - months] \* [FY 04/05 Percentage - .531]  
 \* This total will be increased by an amount not to exceed \$700,000 for the five referenced Work Orders which are currently in process.